

Department of Public Works FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

Executive Summary

The Department of Public Works actively participated in Asian/Pacific Islander outreach and recruitment activities in FY2002. The accomplishments of the year are as follows:

- A general parking enforcement fact sheet was translated into Vietnamese for the OAPIA Town Hall meeting held November 14, 2001. This was distributed through the DPW booth at the event. Funding for further translations was eliminated during the budget cuts of FY2002.
- DPW held a job fair on February 14, 2002, at the Reeves Center. The information on the job fair was faxed to all organizations and media outlets on the OAPIA contact list. An advertisement was placed in the Korea Times.
- We staffed a booth at the Federal Asian Pacific American Council Career Fair on May 21-23, 2002 and also at the Bilingual Career Fair on May 29, 2002 at MLK Library.
- DPW was subject to the hiring freeze, consequently recruitment efforts were curbed for approximately half of the quarter. Parking enforcement officers are being recruited on an ongoing basis. No SWEEP positions were open for recruitment during the quarter.
- The Public Works Academy, DPW's training program, conducted two Asian Pacific American Community Multi-cultural Training workshops targeted to front line workers in Parking Services and the SWEEP inspectors. Youngberg & Associates conducted the training in September, which was well received by the DPW employees.
- DPW attended the OAPIA Town Hall meeting, November 14, 2001 and staffed a customer resource table for the event. DPW also provided three speakers for two workshop sessions.
- The DPW director attended the OAPIA Lunar New Year event on February 20, 2002.
- DPW participated in the Mayor's visit to the Vietnamese community in spring of 2002.
- Two DPW representatives participated in the August Florida Avenue Merchants Workshop. They explained the new commercial recycling regulations.

Department of Public Works

FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

Introduction

The Department of Public Works provides sanitation and parking enforcement services to District residents, visitors, and businesses to ensure safe, clean and aesthetic neighborhoods and public spaces.

Ticketing, towing, booting, and abandoned auto removal are services under parking enforcement. Street sweeping and the emptying of litter cans, as well as trash and bulk pickup at single-family residences (and multi-family with three or fewer units), are among sanitation services provided. Enforcement of sanitation regulations is provided through our Solid Waste Education and Enforcement Program (SWEEP). The majority of DPW's services, such as trash collection, are delivered on a set schedule. Requests for services not scheduled come to DPW through 727-1000, the Mayor's Call Center.

Objectives

The FY2002 proposed tasks are italicized, followed by the completed steps.

TRANSLATIONS

Translation of brochures and fact sheets will go forward on a modest scale, based primarily on community input and demonstrated need for such materials. DPW will translate

1. *Its primary sanitation brochure*
2. *A fact sheet listing sanitation regulations for small businesses*
3. *Basic fact sheets on parking enforcement, into at least on language.*

A general parking enforcement fact sheet was translated into Vietnamese for the OAPIA Town Hall meeting held November 14, 2001 (Attachment A). This was distributed through the DPW booth at the event.

Funding for translations was eliminated during the budget cuts of FY2002.

DIVERSIFYING WORKFORCE

Hold one job fair this year to be advertised in at least one Asian publication. The job fair announcement will also be faxed to all Asian media and community organizations.

Recruitment events will be pursued as opportunities present themselves.

The Chief of DPW's Solid Waste Education and Enforcement Program (SWEEP) plans to recruit a qualified SWEEP inspector from the Asian community.

Department of Public Works FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

DPW held a job fair on February 14, 2002, at the Reeves Center. The information on the job fair was faxed to all organizations and media outlets on the OAPIA contact list. An advertisement was placed in the Korea Times.

We staffed a booth at the Federal Asian Pacific American Council Career Fair on May 21-23, 2002 and also at the Bilingual Career Fair on May 29, 2002 at MLK Library.

DPW was subject to the hiring freeze, consequently recruitment efforts were curbed for approximately half of the quarter. Parking enforcement officers are being recruited on an ongoing basis. No SWEEP positions were open for recruitment during the quarter.

DPW does not track the race, ethnicity or language skills of its employees. Neither the DC Office of Personnel nor our own Human Resources Office collects this information. Surveying employees directly is the only way to gather the information. As we see this as a breach of privacy, we will not be asking employees to give us personal information.

MULTICULTURAL TRAINING

A cultural awareness education of the Asian community is planned in 2002. DPW's workforce development specialist in consultation with the trainer will determine the date.

The Public Works Academy, DPW's training program, conducted two Asian Pacific American Community Multi-cultural Training workshops targeted to front line workers in Parking Services and the SWEEP inspectors. Youngberg & Associates conducted the training in September, which was well received by the DPW employees.

COMMUNITY PARTNERSHIPS

DPW is not partnered with Asian-specific organizations, outside the OAPIA, nor has any Asian advocacy group approached DPW to propose a working relationship or special project.

No partnerships were made this fiscal year.

COMMUNITY OUTREACH

DPW will make its translated materials available, through OAPIA and OCO, to community fairs, Asian business associations and community-based organizations serving the needs the Asian community.

DPW SWEEP inspectors will distribute translated materials to Asian business owners during their daily activity in the field.

Department of Public Works FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

DPW attended the OAPIA Town Hall meeting, November 14, 2001 and staffed a customer resource table for the event. DPW also provided three speakers for two workshop sessions.

The DPW director attended the OAPIA Lunar New Year even on February 20, 2002.

DPW participated in the Mayor's visit to the Vietnamese community in spring of 2002.

Two DPW representatives participated in the August Florida Avenue Merchants Workshop. They explained the new commercial recycling regulations.

Lessons Learned

The mid-summer budget cuts were the biggest obstacles to getting the training and translations done in a timely manner. Despite the mayor's executive order that budgets should include items for the API Action Plan, our service delivery is the top budgetary priority. During times of fiscal constraints, our lesser priorities will be cut first.

During the cultural awareness workshop, we learned that often employees do not know they need something until they get it. Most of the front-line employees assumed that language was the greatest barrier to communication. But the cultural differences can cause just as much miscommunication, as was discovered. The training is not going to make ambassadors out of our employees, but they now have the awareness of how differently situations may be perceived based on one's cultural background.

Our agency could use more help from OAPIA. We would prefer OAPIA to be the conduit for information between DPW and the API community, instead of DPW going directly to community-based organizations. With OAPIA acting as a clearinghouse, CBOs with specific needs would have a one-stop shop to access DC government information, and the agencies would have a central place to provide language-specific information.

Department of Public Works
FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

Action Plan for FY2003

DPW submitted the FY2003 workplan to OAPIA on October 31, 2002. Below is a summary of our plan, with due dates. If dates are not present, the task is ongoing.

Objectives

TRANSLATIONS

Agencies are being asked to translate materials geared toward District residents into Chinese and Vietnamese, and those that are business-related into Chinese and Korean. We have also been requested to translate information that is currently in Spanish into Chinese and Vietnamese. We will translate the following materials:

- Bulk collection and recycling brochures will be translated into Chinese (1st Qtr).
- SWEEP warnings of violations will be translated into Chinese and Korean (2nd Qtr).
- Commercial Property Owner brochure will be translated into Chinese and Korean (2nd Qtr).
- DPW will create a document with basic parking enforcement information for translation into Chinese and Korean (3rd Qtr).
- DPW will create a document with basic street sweeping information for translation into Vietnamese (3rd Qtr).
- Tree box space brochure will be translated into Chinese and Vietnamese (3rd Qtr).
- SWEEP brochure will be translated into Chinese and Vietnamese (3rd Qtr).

DIVERSIFYING WORKFORCE

DPW has created an action plan to diversify our workforce in response to the request by OAPIA to increase the number of API employees. No specific action is planned, however, to increase the bilingual capabilities of current employees, which was also requested. DPW encourages employees to take advantage of all training opportunities. To that end, if the Center for Workforce Development held language classes, we would promote the classes among our staff.

- DPW will hold one job fair this year to be advertised in at least one Asian publication. The job fair announcement will also be faxed to all Asian media and community organizations (2nd Qtr).
- Recruitment events will be pursued as opportunities present themselves.
- If inspector positions become available in the Solid Waste Education and Enforcement Program, DPW plans to recruit a qualified inspector from the Asian community.

Department of Public Works
FY2002 Asian and Pacific Islander Initiative Action Plan Annual Report

CULTURAL AWARENESS

Building on the success of previous API cultural awareness workshops, DPW will once again hold a workshop for employees who deal with the public.

- An Asian/Pacific Islander cultural awareness workshop is planned for front-line employees. DPW's Public Works Academy will coordinate the training (4th Qtr).

COMMUNITY PARTNERSHIPS

DPW will explore partnerships with API community-based organizations to help get our message out to the Asian LEP community.

- DPW will make contact with Asian CBOs for their assistance in distribution of translated materials (3rd Qtr).
- DPW will have at least one staff member attend the DCAPAC conference in May 2003 (3rd Qtr).

OUTREACH

DPW will continue with outreach to the API community.

- DPW will make translated materials available at community fairs, Asian business associations, and CBOs serving the Asian community.
- DPW SWEEP inspectors will distribute translated materials to Asian business owners during their daily activity in the field.
- DPW will continue to participate in OAPIA-sponsored seminars geared towards Asian merchants.